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DISPUTING TRANSACTIONS ON A PURCHASE CARD STATEMENT

Cardholders may dispute a transaction on their government purchase card statement in CitiBank's CitiDirect system by logging on to <http://www.cards.citidirect.com>. (If the cardholder has never been in CitiDirect before or it has been several months since they last visited the website, please contact CitiBank's Help Desk at 1-800-790-7206, option 2, for Username and Password instructions.)

1. On CitiDirect's Home Page select **Inbox** and **Current Status**.
2. Place cursor over the card number for the month of the statement desired.
3. Select the correct radio button beside the post date of the transaction to be disputed.
4. Click the **Dispute** button.
5. Information regarding the transaction appears.
6. Select the most appropriate reason for the dispute.
7. Select **Submit Dispute**.
8. **Print** and **sign** the Dispute form.
9. **SEND THE SIGNED DISPUTE FORM TO CITIBANK WITHIN 30 DAYS FROM CITIDIRECT SUBMISSION OR THE DISPUTE WILL BE DISREGARDED.**
10. To track a disputed transaction, the cardholder may select **Inquiry** and **Dispute Log** on the Home Page.

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